



## DEPARTMENT OF TRANSPORTATION SERVICES

**Edward Y. Hirata, Director**  
**Alfred Tanaka, Deputy Director**

### POWERS, DUTIES, AND FUNCTIONS

The Department of Transportation Services is responsible for the efficient, safe, and expeditious movement of traffic on City streets and roadways and for planning and coordinating public mass transportation systems and facilities. The City Charter ascribes the following responsibilities to the department:

- Plan, design, operate and maintain transportation systems to meet public needs.
- Locate, select, install and maintain traffic control facilities and devices and street lighting systems.
- Approve plans and specifications for the construction, reconstruction and widening of public streets and roads.
- Provide educational programs to promote traffic safety.
- Promulgate rules and regulations for the use of streets and roadways in accordance with standards established by law.

### TRANSPORTATION COMMISSION

The Transportation Commission was established by a Charter amendment proposed under Resolution 95-205, CD1, and approved at the November 1996 General Election. The Transportation Commission consists of seven members. The powers, duties, and functions of the Transportation Commission are to:

- Evaluate at least annually the performance of the Director of Transportation Services.
- Review and make recommendations on the annual budget prepared by the Director of Transportation Services.
- Review and make recommendations on rules concerning the administration and operation of the department of transportation services.
- Receive, review, and make recommendations on complaints regarding the systems, programs, and facilities under the Department of Transportation Services.
- Recommend changes to the public transit fare structure when deemed necessary and appropriate
- Review and make recommendations on the performance of public transit and other transportation system contractors under the jurisdiction of the Department of Transportation Services.
- Submit an annual report to the mayor and council.

The commission shall make the recommendations authorized under this subsection to the director of transportation services, mayor, and council.

### TRANSPORTATION PLANNING DIVISION

The Transportation Planning Division performs the overall City-wide transportation planning and programming work required under federal, state, and local laws. The division administers and manages transportation planning and capital improvement projects. The division applies for and administers federal funds for the City's highway and transit projects, and monitors compliance with federal laws, rules, regulations and grant program requirements, including the Disadvantaged Business Enterprise (DBE) Program. The Transportation Planning Division is responsible for compliance with transportation-related City planning requirements. The division supports the Department of Transportation Services' director in the federally required statewide and metropolitan transportation planning processes. The division develops and monitors the departmental Capital Improvement Program (CIP) and projects. The division develops, administers and manages data collection studies, performance measures and criteria for the management systems; ensures compliance with current federal regulations for the Congestion Management System with regard to activities involved with performing, developing and managing data collection, and identification and evaluation of operational mitigation strategies.

#### Accomplishments:

- Coordinated and monitored passage for House bill 1309 related to the 1/2% increase in the General Excise Tax for transit purposes.
- Administered the Waikiki Livable Community Project that is funded by a special federal grant program, Transportation and Community and System Preservation Pilot Program. Issued and distributed draft and final report for project. Completed draft and final evaluation. Submitted evaluation to FHWA. Completed project listed on FHWA website. Project closeout being prepared.
- Administered the contract for professional services to support the State Department of Transportation in its preparation of environmental documents for the North-South Road Project.

- Waipio Point Access Road Study. Completed traffic study, alternatives analysis and meetings with the Navy, FHWA and various stakeholders and property owners. Completed draft and final environmental assessment study. Pending federal categorical exclusion documentation and FHWA review.
- Proceeding with final engineering design work on Dillingham Boulevard Bus Pullouts and related improvements.
- Completed planning work on the Kaimuki Business District Parking Master Plan. Initiated community meetings to implement the short-term concept.
- Completed consultant project "Manana Sub-Area Traffic Study" which is a work element in OMPO's Overall Work Program.
- Served as departmental liaison for the Manana Wal-Mart purchase agreement.
- Coordinated traffic and mass transit comments for the Department of Planning and Permitting's "Kaneohe Traffic Circulation Study."
- Managed consultant contract to plan and design intersection improvements at the Waimano Home Road/Kuala Street/Moanalua Road intersection. This improvement is required by the City as part of the land purchase agreement for the Manana Walmart development.
- Kamokila Boulevard Extension Project. Initiated planning study for Kamokila Boulevard Extension Project. Administered contract to conduct technical planning study and environmental assessment.
- Makakilo Drive Extension Project. Prepared contract for Makakilo Drive Extension Planning project.
- Prepared professional service procurements for major transportation projects, including a rail and ferry planning studies.
- Prepared and submitted four applications for federal transit assistance for \$56.21 million.
- Administered and managed 14 active federal transit grants, which included the preparation of federal quarterly reports for each grant.
- Monitored and reported the status of active departmental and Department of Design and Construction (DDC)-delegated CIP projects, Fiscal Years 1999-2005.
- Prepared the departmental Fiscal Year 2005 CIP budget comprised of mass transit projects.
- Coordinated the development of the City's input to the Fiscal Years 2006-2008 Oahu Transportation Program.
- Coordinated the programming and obligation of approximately \$5.2 million in FHWA funding for various City projects.
- Coordinated the development of the Fiscal Year 2005 Overall DBE goal for the City's FTA-assisted projects; submitted quarterly reports to FTA; and submitted periodic reports to the Department of Transportation's DBE Coordinator.
- Reviewed, coordinated and processed approximately 58 environmental impact and assessment documents for regulatory compliance.
- Reviewed, coordinated and processed approximately 30 Development Plan revision/amendment requests.
- Completed 700 traffic survey reports (traffic volume counts, speed classification counts, pedestrian counts, etc) using the Traffic Request Log to prioritize and monitor outstanding traffic survey requests.
- Responded to 792 traffic data inquiries.
- Provided input to yearly update of Highway Performance Monitoring System by transmitting 54 maps to SDOT.
- Updated 54 computerized island-wide maps for traffic count data by adding traffic counts taken during fiscal year 2005.
- Processed 1,251 work requests.
- Coordinated the City's efforts to receive federal funding authorizations in the new federal transportation legislations for the various transportation projects for the City.
- Participation in OMPO's 2030 Oahu Regional Transportation Plan: Reviewed baseline data, draft model results, draft system performance analysis of strategic plan packages report. Ongoing participation in Plan development.
- Administered the City's projects identified in the Oahu Metropolitan Planning Organization's (OMPO's) Transportation Improvement Program (TIP) for Fiscal Years 2004-2006 as required under U.S. Department of Transportation's statutes and regulations to be eligible for approximately \$54.7 million in federal highway funds and \$134.5 million in federal transit funds.
- Coordinated the preparation of amendments to the Fiscal Years 2004-2006 Oahu Transportation Improvement Program.
- Continued to monitor the Ewa Regional Transportation Master Plan Agreement.
- Continued to provide technical and administrative assistance to the Oahu Metropolitan Planning Organization for the Model Development work element.
- Served as a vice chairman of the Technical Advisory Committee of the Oahu Metropolitan Planning Organization.
- Participated and assisted the State Transportation Planning Office in the development of the Statewide Transportation Improvement Program, which is the statewide allocation program for federal highway funding.

- Continued work on the Primary Corridor Transportation Project, primarily in preparation to implement the initial operating segment of the Bus Rapid Transit project from Downtown to Waikiki.
- Managed and administered design contract work for the Bus Rapid Transit Project that included construction design and preparation of construction bid documents.

**Assisted the Corporation Counsel:**

- Sensible Traffic Alternatives and Resources, Ltd., dba The Alliance for Traffic Improvement, a Hawaii non-profit corporation v. FTA, DTS et al, Civil No. 03-00628 SOM-LEK.

**TRAFFIC ENGINEERING DIVISION**

This division conducts studies and analysis to: determine and ensure the safe, efficient, and effective operation of the city's streets, roadways, and appurtenant facilities; coordinate and implement engineering programs and projects to improve traffic flow and safety including implementation of traffic calming measures on residential streets; prepare and process legal schedules in accordance with the Traffic Code; and administer the School Traffic Safety Committee.

**Urban Honolulu Region Branch**

This branch provides traffic engineering and design support for the safe and efficient operation of streets and intersections and recommends and implements standards for signs, pavement markings, and warning devices for the Urban Honolulu Region, the area generally extending from Makapuu, Ewa to Liliha Street, south of the Koolau Mountain range. The branch also receives, reviews, and resolves queries from the public regarding the operation of vehicle and bicycle traffic on streets and facilities; conducts data collection studies for input into management systems; conducts corner sight distance studies; and establishes and administers the Traffic Code Ordinance requirements to maintain efficient and safe vehicle and bicycle facilities. In addition, the branch analyzes and determines warrants for traffic signals.

**Accomplishments:**

- Completed 574 work orders, including requests and complaints from individuals, public, and private organizations, businesses, and government agencies.
- Conducted 84 maintenance investigations to insure high quality of traffic control devices.

**Completed Work Orders - Highlights:**

- Performed evaluations for left turn phases at various locations, such as, 10th/Waialae Avenues, Ward Avenue/Auahi Street, Ward Avenue/Kinohi Street, Punahou/Nehoa Streets, University Avenue/Metcalf Street and Keahole Street/Hawaii Kai Shopping Center driveway.
- Conducted warrant evaluations for all-way stops at various intersections, such as, Kilauea/7<sup>th</sup> and 9<sup>th</sup> Avenues, Ainakoa Avenue/Malia Street, Pahoa/19th Avenues, Campbell Avenue/George and Hayden Streets, Rycroft/Birch and Cedar Streets, Elm/Birch Streets.
- Conducted warrant evaluations for traffic signals at various locations, such as, Monsarrat Avenue/Diamond Head Circle, 4<sup>th</sup>/Harding Avenues, 2<sup>nd</sup>/Waialae Avenues, Iolani Avenue/Pele Street, Nuuanu Avenue/Pauahi Street, Liliha/Elena Streets, Kuakini/Serenio Streets.
- Assisted the Transportation Planning Division by providing review comments on Environmental Impact Statements, Environmental Assessments, etc. on various projects, such as, Waikiki Beachwalk, Kalakaua Avenue Retail Project, Royal Hawaiian Shopping Center Revitalization, Kakaako Makai Master Plan Amendment, Tustitala Vista, St. Louis Heights Sewer System Improvements, Ala Wai Gateway Condominium, Anuenue Radio Towers and Facilities, East Honolulu Police Station, Royal Kai Lani, Maunaloa Homesites Water System Improvements, Kapiolani Area Revised Sewer System, McCully Fire Station.
- Assisted the Department of Design and Construction in providing file signs and markings drawings for various resurfacing/rehabilitation of streets projects.
- Assisted the Department of Planning and Permitting in providing review comments on construction traffic controls for various projects.
- Assisted the Department of Environmental Services in restricting parking at various locations to facilitate refuse pick up.
- Assisted the Department of Facility Maintenance in restricting parking on the mauka side of a portion of Ala Wai Boulevard for street sweeping purposes.
- Provided comments to the Department of Budget and Fiscal Services regarding the need for roadway purposes of various City-owned properties considered for disposition.
- Installed marked crosswalks at Young/Kaheka Street, South/Auahi Street, Woodlawn Drive near Manoa Shopping Center.
- Installed School Crossing signage on Pensacola Street between King Street and Kapiolani Boulevard.
- Extended tow away hours on School, King, and Kuakini Streets.

- Installed a Roadway Database program on the Region's computers to allow access to the Department of Facility Maintenance's street database.
- Modified the morning contraflow coning on Kapiolani Boulevard at Ward Avenue.
- Assisted the Department of Design and Construction in updating and correcting the signs and markings for the Maunakea Sidewalk Improvement Project.
- Assisted the Honolulu Police Department in their enforcement efforts through the installation of speed limit signs on Kalakaua Avenue.
- Improved the intersection striping on Kalia Road at the Hilton Hawaiian Village driveway.
- Implemented school traffic control improvements at various locations, such as, Koko Head Elementary School, Sacred Hearts Academy, Punahou School, Roosevelt High School, Liliuokalani Elementary School, Hawaii School for the Deaf and Blind, Jefferson Elementary School, and Washington Middle School.

#### **Assisted the Corporation Counsel:**

- Kaina v. Nakao, #04-1-1986-10(SSM)
- Emley v. Seberg, #02-1-1032-04
- Gauze v. USSAA Insurance Agency Inc., #04-1-1939-10(VSM)
- Hughes v. Zucker, #03-1-2139-10

#### **Reviewed:**

- Waialae Water System Improvements, Part II
- Ala Wai Boulevard Improvements, FY 2004
- Rehabilitation of Streets @ Various Locations
- Punahou Regency
- Lunalilo Home Road Sewer Rehabilitation 2005
- Rehabilitation of Streets, Unit 41
- Rehabilitation of Streets, Unit 37
- Kakaako I.D. 11
- Lusitana Street On-Ramp Improvements
- Preventative Maintenance of Various Streets, 2004
- University Water System Improvements, Part II
- Punchbowl Street Improvements, Phase 2
- East Oahu Transmission 46kv Project
- Kapuni Street Closure
- Rehabilitation of Streets, Unit 35
- Rehabilitation of Streets, Unit 32
- Rehabilitation of Streets, Unit 9

#### **Outlying Oahu Regional Branch**

This branch provides traffic engineering and design support for the safe and efficient operation of streets and intersections and recommends and implements standards for signs, pavement markings, and warning devices for the Outlying Oahu Region, the area generally extending from west of Liliha Street, Ewa to Kaena, north to Kahuku and along the entire windward side to Waimanalo. The branch also receives, reviews, and resolves queries from the public regarding the operation of vehicle and bicycle traffic on streets and facilities; conducts data collection studies for input into management systems; establishes and administers the Traffic Code Ordinance requirements to maintain efficient and safe vehicle and bicycle facilities. In addition the branch analyzes and determines warrants for traffic signals and necessary left turn phasing.

#### **Accomplishments:**

- Investigated 531 requests and complaints from individuals, public, and private organizations, businesses, and government agencies.
- Conducted 53 maintenance investigations to ensure high quality of traffic control devices.

#### **Completed Work Orders:**

- Installed and upgraded school and pedestrian warning signs at various locations.
- Assisted the Department of Design and Construction in various guardrail installation projects.

- Installed speed limit and “No Parking” signs on various streets island-wide to assist the Honolulu Police Department in their enforcement efforts.
- Assisted the Transportation Planning Division by reviewing and providing comments to submitted Environmental Impact Statements, Draft Environmental Assessments, etc.
- Legalized various traffic controls on various streets island-wide.
- Provided comments to the Department of Budget and Fiscal Services regarding the need for roadway purposes of various City owned properties considered for disposition.
- Assisted the Department of Environmental Services in restricting parking at various locations including Lihue Street and Halelo Place to facilitate refuse pick up.
- Assisted the Department of Design and Construction, MEDE Division to relocate signs to newly installed utility poles at various locations.
- Conducted warrant evaluations for all-way stops at various locations Hoomoana and Hoolaulea Streets, Mailona and Kulaaupuni Streets, Paleka and Anoi Roads, etc.
- Conducted warrant evaluations for traffic signals at various locations including Houghtailing and Olomea Streets, Kapolei Parkway and Kahiuka Street, etc.
- Installed traffic improvements at various locations including Hoolaulea Street in the vicinity of Highlands Middle School, Paakea Road, Kaplama Avenue, Bernice Street, etc.
- Conducted traffic operations studies for school areas including Moanalua Middle/Elementary Schools, Maili Elementary School, Mililani High School, etc.

#### **Assisted the Corporation Counsel:**

- Claims-Glen K. Kahana against the City dated 7/7/04
- Claims - Janelle Newcomb Against City
- Claims - Remotap et al v Alapai, Civil #02-1-0636-03(DDD)
- Claims-Richard Dunn v. Dept of Transportation, #4-1-1330-07
- John K. Driscoll v. City et al., Civil 01-1-1240-04(SSM)
- Claims-Gary Thompson v. Tiffany Akana, Civil 04-1-1391-07
- Claims-John K. Driscoll v. City et al. (Lumiaina St.)

#### **Reviewed Project/Traffic Control Plans:**

- Wahiawa Traffic Calming Improvements
- Hailipo Street Road Closure
- Aiea Access Road Resurfacing
- Ewa Villages-Extension of Kapolei Parkway Ph. 8, Renton Road Closure
- AT & T Erosion Repair at Maili Point
- Kailua Road Sewers Improvement District 276
- Traffic Calming Improvements at Various Locations, Ewa, Village Park, Kapunahala
- Rehabilitation of Streets, Unit 40 - Lumiaina Street
- Kamehameha Highway, Haiahoa Stream Bridge Deck Repairs
- 45-002 Lilipuna Road, Dr. Sevath Tanaka New Residence
- Resurfacing of Streets, FY 05 — Leeward Central District
- Rehabilitation of Streets Unit 34-Kailua/Waimanalo (Hele Street)
- Rehabilitation of Streets-Unit 36, Waimano Home Road
- Resurfacing of Various Streets, FY05
- Luualaei Homestead Road Improvements: Leihoku Street to Hale Ekahi Drive

#### **Traffic Safety and Alternate Modes Branch**

This branch provides traffic engineering and design support for the safe and efficient operation of streets and intersections by planning, coordinating and implementing traffic calming projects, traffic improvement projects & bikeway projects. It also administers the city's bikeway, pedestrian, and traffic safety and education programs.

**Accomplishments:**

- **Constructed:**

- Ala Napuanani/Likini Streets Roundabout and Median
- Ewa by Gentry Traffic Calming
- Halawa Traffic Calming
- Kapunahala Traffic Calming
- Keolu Drive Bikeway
- Olomana Roundabout
- Molehu Drive/Haloa Drive Traffic Calming
- Village Park Traffic Calming
- Waialua Beach Road Bikeway
- WCEAR – Pakeke Road
- WCEAR - Nanakuli Phase I

- **Under Construction:**

- Ala Oli Street/Haloa Drive Traffic Calming
- Kapiolani Community College Bike Staging Station
- Kamehameha Highway Bikeway
- Lualualei Homestead Road/Leihoku Street Improvements
- Newtown Traffic Calming
- Wanaao Road Traffic Calming
- WCEAR - Paakea Road
- WCEAR -(Kaulawaha Road)
- WCEAR -(Nanakuli Phase II)
- Young Street Park Boulevard

- **Under Design:**

- Helelua Place Extension
- Lanikai Triangle Park
- Kaonohi/Moanalua Intersection Improvements
- Kuakini Street Extension
- McCully Street Bikeway
- Waialae Avenue Bikeway

- **Awarded Design Contracts to:**

- Engineering Concepts
- Engineers Surveyors Hawaii
- R.M. Towill Corp.
- Limtiaco & Associates
- Parsons Brinckerhoff
- Fukunaga & Associates

- Served as secretariat for the Mayor's Advisory Committee on Bicycling; monthly meetings serve to advise DTS and the Mayor on bicycling matters. The committee also serves as a clearinghouse between the City, the State bicycle coordinator, the State Advocate for Department of Health physical activity and the Hawaii Bicycling League.
- Purchased and distributed various bicycle safety education materials to the public, including bicycle rental agencies in Waikiki.
- Conducted four bicycle traffic safety-training sessions with new "TheBus" drivers joining Oahu Transit Services.
- Purchased and installed 25 "street art" functional "bike" shaped bike racks.
- Served as Grant Manager for the Hawaii Bicycling League's Bike Ed Program for 4th graders.
- Distributed "hot dots" and safety brochures for the "Spot the Dot" pedestrian safety program for Halloween in conjunction with the Honolulu Police Department and the Department of Education via Oahu schools and the City and County Satellite City Hall Division.
- Continued support in commercial driver's training and education (the Oahu Fleet Safety Organization).
- Public education media campaign called "Walk Wise Kupuna," geared to senior pedestrians; radio PSA's, safety presentations, promotional items and printed safety materials.
- Partnered with HPD, SDOT, and The Limtiaco Company.



## TRAFFIC SIGNALS & TECHNOLOGY (TST) DIVISION

The Traffic Signal and Technology Division (TST) develops, implements, operates, and maintains the safe and efficient operations of over 765 state and city traffic signals on Oahu. In addition, the division administers, inspects, and establishes roadway traffic controls for construction activities, parades, block parties, and 1st amendment events that occur on city streets. The division is responsible for the Honolulu's high tech Traffic Management Center and implementation of Intelligent Transportation Systems (ITS), a program that improves traffic mobility by employing technology to improve the efficiency of the existing highways.

The division participates in the many elements of ITS, which include traffic signal control, freeway management, incident management, traveler information, and transit management systems. For traffic signal control, the center analyzes and optimizes the traffic signal operations and coordinates traffic signals to improve progression for commuters and transit services. Another important function is determining and programming the safe and reasonable crossing times for pedestrians.

For emergency services, the division installs, operates, and maintains the emergency pre-emption systems. Emergency pre-emption systems expedite fire and ambulance vehicles saving critical minutes in travel times and minimizing conflicts by holding the green signal at signalized intersections. The requested right of way limits conflicts with other vehicles and pedestrians, and clears downstream congestion, which may impede its response times. For freeway and incident management, the division installs, operates and maintains the 140 traffic-monitoring cameras located at critical traffic intersections and freeway locations to improve traffic signal progression and monitor highway conditions on alternative streets. For traveler information, another ITS element, in partnership with local television stations, local radio stations and a website, the division promotes and provides traffic information informing commuters about the latest traffic conditions.

For transit management, the division is reviewing transit priority technology that favors transit buses at signalized intersections.

### Administrative Services

Division Administration is responsible for effective and efficient management and administration of the division. It establishes the division's policies, goals and objectives, and measures, and promotes customer service. Administration also develops cost effective methods and results oriented programs, and reviews streamlining of tasks. At the same time, it establishes a professional level of services, responses and actions to be accomplished in a timely and satisfactory manner. Administration meets with the staff to consult, develop, and formulate accurate, accountable and responsible policies and procedures to improve the division's initiatives, quality, professionalism, and responses in order to offer the very best in customer services.

### Traffic Technology Branch

This branch is responsible for the engineering and design functions of the division. Professional and appropriate planning and designing tasks are its primary responsibilities ensuring the safest and most efficient traffic signal systems for commuters, pedestrians, and bicyclists. Another important function of the branch is providing and meeting the Americans with Disabilities Act (ADA) requirements at traffic signal locations. These include special ADA pedestrian push buttons and audible pedestrian signals. The



*Traffic camera*

branch researches, investigates and implements ITS applications, which employ advanced technology to produce higher traffic flow efficiency. The branch administers advanced traveler information through the Internet, providing commuter access to real time traffic conditions.

This branch is also responsible for the expansion of the traffic video camera program that will phase-in complete coverage on the major highways on Oahu. In order to implement projects, the branch develops, designs, and promotes traffic signal programs that are funded with federal funds.

All traffic signals at City or State intersections are designed or reviewed by this branch, which has the final responsibility for the safety and efficiency of the operations. The cost to modernize and upgrade many of the existing traffic signal systems has been paid by federal funds pursued by this branch reducing the need of city CIP funds. As part of safety and to lower maintenance cost, the branch evaluates and specifies high tech, faultless equipment and energy saving devices. As an example, LED traffic and pedestrian signals, which save more than 75 percent on energy costs than conventional incandescent bulb traffic signals, have become the standard for new traffic signal systems.

### Accomplishments:

- Traffic Signals at Various Locations Project - installing three new traffic signals and 3 left turn signal modification.
- Completed design for fiber optic cable expansion to increase bandwidth to add additional traffic cameras
- Connecting the City's Traffic Management Center with State's H-3 Tunnel Management Center via fiber optic cable.
- Reviewed and re-engineered about 1,200 construction plans.

- Assisted the Traffic Signal Branch in improved maintenance techniques and testing methods leading to a more dependable operational system.
- Assisted the Traffic Control Center with improved traffic optimized algorithms, communication and detection technology for more efficient signal operations.

### **Traffic Control Center Branch**

The Traffic Management Center is responsible for the efficient, effective, and safe operation of the 760 traffic signals on Oahu. The division concentrates on reducing unnecessary delays by optimizing traffic signal timings, and reviews the safety measures and concerns from commuters and pedestrians. Efficient traffic signal operations are established through field inspections and analysis, travel time studies, and traffic video monitoring. The operational timing plans are frequently reviewed especially during the morning and afternoon peak hours when congestion levels are at the highest. The center utilizes its 140 traffic cameras to provide real time traffic information. The system is an invaluable tool to analyze, select, and mitigate traffic congestion. The center will intervene and compensate by implementing special timing plans to ease the related congestion.

Related to traffic control, the branch issues street usage permits required for any construction or special events that restrict or block any city roadways. The street usage section is responsible for enforcing the Traffic Code, motorcades, parades, house moving, and other nonconforming uses of streets. When travel lanes are reduced, the roadway capacity follows. For special events such as parades or block parties, the branch works with HPD to determine the best and safest traffic controls and favorable alternative routes.

The center partners with the Department of Information Technology (DIT) to develop the traffic camera web page, which displays real-time pictures to keep commuters informed about local traffic conditions. The web site has become one of Hawaii's most popular addresses. Currently, work is continuing to broadcast live traffic videos on the Internet. During peak hours, live traffic videos from the center link to the local television stations, and traffic reporters from various radio stations transmit traffic reports from the Traffic Center to assist Oahu commuters to better plan their schedules. To provide the city with an extensive communication network, the branch designs, integrates, and expands its fiber optic system from Hawaii Kai to Waipahu. The communication channels and bandwidth of the fiber optic system not only serve the Traffic Center but also can support the future digital data needs of other city departments such as Department of Information and Technology.

### **Accomplishments:**

- Broadcasting radio traffic reports from the Traffic Center
- Investigated and responded to over 600 traffic concerns
- Adjusted 210 traffic signal operations
- Traffic control for various first amendment marches
- Traffic control for Kamehameha Day Floral Parade, Honolulu Triathlon, Aloha Festival Floral Parade, Honolulu Marathon
- Reviewed and issued 4,864 street usage permits
- Reviewed and issued 121 parade/block party permits
- Reviewed and issued 232 oversize/overweight permits
- Reviewed and issued 95 bike/run permits
- Assisted the Traffic Signal Branch in malfunction diagnostics
- Assisted the Traffic Technology Branch in the improved design and operational functionality of applicable technology and the testing of new systems



*City's Traffic Management Center*

*Special event lane closure in downtown*



*ITS Traveler Information web page*



## Traffic Signals Branch

The branch is responsible for maintaining the 760 state and city traffic signals. When malfunctions occur, the branch responds immediately to repair operations and minimize congestion so that traffic safety can be restored quickly. Traffic signal maintenance, adjustment, and modification capabilities of the branch are available 24 hours a day. The branch usually responds to any critical malfunctions within an hour. Most malfunctions are corrected within a two-hour span. The branch does interim traffic timing adjustments at trouble spots to quickly resolve traffic issues. For new traffic signal infrastructure needs, the branch does construction improvements. The in-house ability saves considerable and substantial outside contractual costs and delays. This branch maintains the extensive fiber optic and communication cable system, which spreads from the Traffic Center throughout the city. For State and City construction projects involving traffic signals, the branch inspects the projects to insure operations are safe and equipment is installed in accordance with local codes and standards. The branch does the inspection management for the construction activities designed by the Traffic Technology Branch. This branch continues to improve the technology of the traffic signal systems and maintain efficient and safe traffic signal operations.



*Traffic signal electrician repairing a signal light*

The traffic signal branch also assists the neighbor islands in training personnel for the maintenance and repair of the signal system. During emergencies, the branch supplies signal equipment and repairs malfunctioning signal equipment for the neighbor islands.

### Accomplishments:

- Responded and repaired 5,850 traffic signal malfunctions and operational reports
- Field inspected and interim adjustments of signal operations for 175 intersections
- Assisted the Traffic Control Branch with operational functions and safety requirements at 80 intersections
- Assisted the design technology branch in the revised design and plans of 45 intersections
- Assisted the Traffic Control Center with the operations of the traffic cameras and the maintenance of the fiber optic systems
- Inspected and supervised installation of related traffic signal work for 195 construction projects
- Assisted in evaluating new pedestrian and traffic signal equipment

## PUBLIC TRANSIT DIVISION

The Public Transit Division (PTD) is responsible for oversight of the contractor that manages and operates the City's public transit system, including both the fixed route system (TheBus) and the paratransit system (TheHandi-Van). Included in the oversight responsibility is transit performance monitoring; identifying service problems; resolving customer complaints; instituting corrective actions; monitoring budget execution; financial and internal control audits, and contracts for the annual performance audit.

### Administration

Administers the day-to-day operations of the division, including workload assignments and personnel management. Responsibilities include ensuring timely completion of all division projects and promotion of community relations relative to the community's public transit needs.

### Activities for Fiscal Year 2004-2005:

- National Transit Database: In order to continue receiving Federal Transit Administration (FTA) funds, the city must annually submit reports to the National Transit Database. These reports include financial and operational activities. PTD filed the report by the deadline and is awaiting final approval by the FTA.
- Enterprise Fund Financial Statements: PTD completed the financial statements for the fiscal year.
- Monthly Bus Pass Subsidy Program: Beginning January 2005, PTD implemented the monthly bus pass subsidy program. For the six month period, 70 applications were received.
- Middle Street Intermodal Center: The Acquisition and Settlement Agreement for the property was completed on June 21, 2005. Phase 1a, Handi-Van Parking, construction contract was awarded to J. Glover Ltd. in September 2004. Revisions to the design plans are being made due to the addition of a public roadway to the project as dictated by a condition of the settlement. Design plans for the revision and the new public roadway should be completed in September 2005. Notice to Proceed for Phase 1a construction is pending on the completion of revision to the construction plans and the relocation of

the remaining three tenants in Phase 1. A conditional award for the construction of Phase 1b, Handi-Van Maintenance and Administration Building, was made to the low bidder, S&M Sakamoto, in December 2004. The release of the federal grants for this project is anticipated to be in September 2005 and the second increment in January 2006. The new public roadway to be constructed on the northerly end of the complex should be ready for bidding in the latter part of 2005, pending availability of funds. Seven of the twelve business tenants in Phase 1 have been relocated, while two others are in the process of relocating. Negotiations are being expedited to relocate the three remaining tenants.

- Bus Route Survey: Weslin Consulting Services selected for TheBus System-Wide Survey Project. Weslin continues to develop the database of current TheBus riders and ridership profiles for each of TheBus routes.
- Bus Stop ADA Access Improvement Project: Completed Phases II and III of the project for preliminary design of bus stops.
- Hub and Spoke Project: PTD is developing hub and spoke plans for Honolulu (Pearl City to Hawaii-Kai) and Windward Oahu.
- Smart Card Project.: Although a contract with the Smart Card project vendor was terminated May 16, 2005, the smart Card project is under review. DTS is working with the Department of Information Technology (DIT) to reassess the installed technology.

### **Fixed Route Operations Branch**

Provides and promotes the most efficient, responsive, and cost-effective transit services to the public through contract monitoring, operations administration, and public education and information programs:

- To administer the day-to-day operations of TheBus through performance monitoring, policy guidance, and direction of TheBus services contractor in methods and practices to deliver the most effective transit services to the public.
- To promote transit ridership by providing guidance for the production of informative and attractive brochures, maps and timetables; to provide information services including administration of the guide-a-ride bus stop information program; to provide telephone and written responses to inquiries, suggestions, complaints, and commendations received from individual citizens, elected officials, Neighborhood Boards, special interest groups, and community and government organizations.
- To oversee progress toward compliance with the Americans with Disabilities Act (ADA) with regard to bus operations, bus stop design and installation, and policies and practices of TheBus services contractor.
- To coordinate construction and street usage projects for city and state agencies affecting TheBus operations with the needs of TheBus passengers, traffic safety, and design policies.
- To administer TheBus interior advertising program, which provides revenues to the city through the sale of advertising space within the transit coaches.

### **Activities for Fiscal Year 2004-2005:**

- In June, 2005, Routes E and 303 were eliminated due to low ridership and lack of funding; minor modifications to other routes were made to incorporate certain aspects of Route E.
- Patronage of TheBus totaled 62,942,881 passenger trips in FY 2005 compared to 61,297,980 in FY 2004. TheBus operated an estimated total of 1,438,000 bus hours in FY 2005 compared to 1,332,148 in FY 2004.
- A total of 111,106 wheelchair passengers were carried in FY 2004 compared to 119,975 last year.
- The entire TheBus fleet is equipped with bike racks. An estimated total of 338,300 bicycles were carried in FY 2005 compared to 307,180 last year.
- As part of the City's New Year's Eve celebration, TheBus provided extended late night services on New Year's Eve and into New Year's Day. The promotion was very successful and added a safety net for those persons who overindulged, providing an alternative to driving under the influence.
- In conjunction with TheBus service contractor, the following programs were continued during this period:
  - ◊ Mobile Watch with HPD
  - ◊ School/Bus Facility Visitation Program
  - ◊ TheBus timetables available to the public at all Satellite City Halls and on TheBus Website
  - ◊ Transit Employee Appreciation Day
  - ◊ City Christmas Lights parade
  - ◊ Great Aloha Run Health and Fitness Expo
  - ◊ TheBus provided special services for the Mayor's Memorial Day Service at Punchbowl, Easter Sunrise Service, Great Aloha Run, Veteran's Day Service, Aloha Stadium Football Express for all UH home games, and the Pro Bowl football game.

- The interior bus-advertising program sold ads totaling \$145,365.50 in revenues for the City. In addition, over 45 other “free” cards were processed and posted as a public service to non-profit organizations or to provide information from the City/TheBus.
- A review of City bus stop spacing was started. In the absence of signalized pedestrian crossings mid-block bus stops are not desirable. A total of 518 mid-block bus stops were identified and after review 20 were identified for immediate removal.

## Facilities and Equipment Branch

The major functions of this branch are to support TheBus and TheHandi-Van service by 1) providing bus facilities and equipment needs to maintain and operate our fleet of 650 transit buses, and 2) to maintain and improve over 4,000 bus stops island-wide for the convenience of our bus riders. The staff is composed of engineers and technicians who manage a myriad of transit projects. Responsibilities include preparation of bid documents and administration of contracts for projects such as procurement of new replacement buses; construction and maintenance of bus yards, transit centers, communication systems, ADA bus stop improvements, bus bays and pads, bus shelters, benches, and other related projects. Other administrative duties include responding to graffiti and litter complaints at bus stops, investigation of personal injury claims, coordination of volunteers for public service projects, and assistance to other City and State agencies when requested.

Activities for Fiscal Year 2004-2005:

- New Bus Procurement: During this fiscal year we have taken delivery of or contracted for the delivery of eighty two (82) TheBus and Handi-Van vehicles.
  - ◊ Ten 60-Foot Hybrid-Electric Low Floor Articulated Buses (delivered November 2004)
  - ◊ Forty 40-Foot Hybrid-Electric Low Floor Buses (advertised June 2005)
  - ◊ Thirty-Two 25-Foot Handi-Van Buses (funded FY2005, advertise for bids August 2005)

The new buses are outfitted with state-of-the-art technology, i.e., automated vehicle location system, automated bus stop announcement, automatic passenger counters, computer-aided-bus communication system, mechanical and emergency alarms, low floor for ease of boarding and alighting, and hybrid electric powered for clean air environment and energy conservation.

- Construction and Other Contracts Administered:
  - ◊ Mililani Transit Center - Construction contract was awarded to T. Iida Contracting, Inc. for development of a new bus transit center on Meheula Parkway, fronting the Mililani Town Center.
  - ◊ Waianae Transit Center - Design was completed and a construction contract was awarded to Tec Pacific, Inc. Construction is expected to start early next and be completed by mid 2006. Waianae Transit Center will be located next to Waianae Mall on Leihoku Street.
  - ◊ Kalihi-Palama Bus Facility Improvements - An emergency contract was prepared and awarded to replace the entire roof of the Administration Building due roof leaks. The project was expedited in concern for the safety of Oahu Transit Services employees and potential damage to the critical bus communication system.
  - ◊ Bus Stop Bay and Pad Improvements:
    - Bus Bay Improvements Phase II - Construction contract was awarded and notice to proceed was issued to Hawaii Waters Technology for construction of a bus bay and ADA improvements at the bus stop on Diamond Head Road at Kapiolani Community College. Construction to be completed in August 2005.
    - Bus Pad Improvements, Phase II - A design services contract was awarded to SSFM International for a concrete bus pad improvement project to provide a permanent repair of several bus stop locations with severe pavement damage. Bus stops included for concrete bus pads are on Waialae Ave, Beretania Street, School Street, and Leolua Street in Waipahu. Construction will commence in early 2006.
  - ◊ Bus Stop Site Improvements:
    - Design-Build Bus Shelters and Site Improvements, Increment 5A - A contract for a total of 80 new bus stop shelters was awarded to T. Iida Contracting. The first group of 40 design/build bus shelters were installed in 2004. The second group of 40 will be installed in September 2005.
    - ADA Bus Stop Accessibility Project - In keeping with the City mandated transition plan to upgrade non-compliant bus stops to ADA standards, a construction contract was awarded to Thurston Pacific, Inc. to improve 40 priority locations. Locations were selected based on known problem sites and high wheelchair user stops. A second phase of the transition plan is currently under design by Lyon Associates, Inc.
    - Bus Stop Benches and Litter Containers - New benches are installed to fulfill requests and those that are damaged are replaced. 73 new benches were installed by our price schedule contractor, AS&D Concrete Products. Eighty litter containers were purchased for new bus shelter installations.
    - Solar Lighting - A demonstration project was implemented to evaluate solar lighting at two bus shelters, one in Salt Lake and the other at the entrance Leeward Community College. Both provided adequate lighting and favorable

compliments were received from bus riders. One of the lights suffered minor vandalism and is a concern. To further evaluate the feasibility of solar lighting products, 20 additional units were ordered from two manufacturers for testing.

- ◇ Bus Radio Replacement Project - The new Siemens ATC system is in operation. Corrected outstanding warranty issues and executed post-warranty maintenance contract. Began planning for Phase 3 contract amendment to add a paratransit Computer-Aided Dispatching and Automatic Vehicle Location (CAD/AVL) system. Work expected to commence in the first quarter of 2006.
- Other Related Support Services:
  - ◇ Shelter Major Repair or Replacement:
    - A total of 8 shelters were either replaced (due to vehicular damage) or relocated to other bus stops due to service changes.
    - 9 bus shelters were repaired due to accidents, vandalism, termite damage, and old age.
  - ◇ Maintenance:
    - Contracted daily custodial services at Waipahu and Kapolei Transit Centers to clean restrooms, litter and graffiti control, and landscape maintenance.
    - Contracted pressure washing on a monthly schedule to clean problem bus stops in downtown Honolulu and at other well used bus stops.
    - Continuing war against graffiti with fulltime work crew to continually maintain over 1000 bus shelters.
    - Coordinated volunteer groups and provided materials for graffiti cleanup campaigns.

### TheHandi-Van Operations Branch

TheHandi-Van Operations Branch is responsible for planning and implementing an island-wide public transit service for the elderly and persons with disabilities, including monitoring contractor performance, establishing policies for TheHandi-Van services operation, and monitoring budget execution. This Branch is also responsible for establishing a program to conduct a continuous transport needs assessment, to train persons with disabilities to use the fixed route system, and to conduct the TheHandi-Van eligibility determination process, under the criteria established by the ADA. Also included in the responsibilities is a community outreach program to maintain contact with various agencies supporting the disabled community. The Branch monitors all complaints received regarding the TheHandi-Van system and takes corrective action where appropriate. The branch maintains daily contact with the contractor operating TheHandi-Van system and monitors operating statistics and fleet availability.

#### Activities for Fiscal Year 2004-2005:

- Processed ADA TheHandi-Van eligibility applications and Person with a Disability bus pass applications:
- |   | <u>FY05</u> | <u>FY04</u> |
|---|-------------|-------------|
| • ADA TheHandi-Van Eligibility Applications ..... | 4930        | 3,881       |
| Conditional eligibility granted: .....            | 3675        | 2,827       |
| Unconditional eligibility granted: .....          | 981         | 925         |
| Denied: .....                                     | 274         | 129         |
|   | <u>FY05</u> | <u>FY04</u> |
| • New In-Person Assessment Applicants .....       | 480         | 549         |
| Conditional eligibility granted: .....            | 343         | 321         |
| Unconditional eligibility granted: .....          | 54          | 84          |
| Denied: .....                                     | 35          | 81          |
| Applicant cancelled: .....                        | 48          | 63          |
|   | <u>FY05</u> | <u>FY04</u> |
| Incidents .....                                   | 145         | 153         |
| Misconduct warnings issued .....                  | 63          | 92          |
| Misconduct suspension of service issued .....     | 14          | 19          |
| No-Show suspension of service issued .....        | 13          | 9           |
| Appeal hearings conducted .....                   | 42          | 16          |

- The Committee on Accessible Transportation (CAT). CAT provides counsel and advice to the director of the Department of Transportation Services concerning the transportation goals and objectives for the elderly and persons with disabilities. In addition to reviewing monthly service reports, the CAT reviews policies and procedures regarding TheHandi-Van and TheBus services. The CAT meets quarterly on the first Wednesday in January, April, July and October. TheHandi-Van Operations Branch provides staff support and guidance to the CAT.
- Instructor Bus Passes. Issued instructor bus passes to schools and agencies that train disabled students and clients to use the fixed route service.

	<u>FY05</u>	<u>FY04</u>
Trips Taken: .....	16,000+	15,600+
Instructor Passes issued: .....	269	211

- Developed Request For Proposal for OWP Work Element 203.62-05 Paratransit Service Study to conduct comprehensive study of the City's TheHandi-Van service. Study to include a trip purpose and origin/destination survey of TheHandi-Van passengers, design and development of service delivery and alternative service strategies, including use of taxicab service subscription service program, human services transportation coordinating which encompasses a cost sharing plan, and design and development of TheHandi-van service ADA monitoring strategies and techniques. Unable to execute contract prior to end of fiscal year. Anticipated award mid-August 2005.
- Member of the Evaluation and Selection Committee for the State's Federal Transit Administration (FTA) Section 5310 program. Review and ranking of annual FTA apportionment to purchase vehicles or other equipment in support of transporting elderly and/or disabled persons in Hawaii. Twenty-two (22) FY 2005 applications evaluated and ranked (top 11 able to purchase vehicle).
- Revised TheHandi-Van Operation Branch position descriptions (Planner VII, two Planner VI, Planner IV, Planner II, Senior Clerk Typist, and Clerk Typist) to meet Department of Human Resources requirements/standards.